

Late cancellation/no show policy

Why have we implemented a late cancellation/no show policy?

Our late cancellation and no-show policy was introduced to help keep our class booking process fair and accessible for everyone. By encouraging timely cancellations and responsible bookings, we can ensure more members can attend the classes they love. Instead of a strict, one-size-fits-all approach, we've opted for a flexible "three chances" system that's been built into our booking platform. This gives members a bit of leeway, while still supporting fairness for the broader community.

What is classified as a late cancellation?

A late cancellation occurs when a class booking is cancelled within 12 hours of the scheduled start time. While 12 hours may seem like a long lead time, it's particularly important for early morning classes (like our 6:00am sessions), where late cancellations had become frequent and spots were being wasted. The 12-hour window gives other members a fair chance to adjust their plans, secure a spot or move up from the waitlist.

What is classified as a no-show?

A no-show occurs when a member is booked in for a class, however, does not attend or cancel themselves from the list. A no-show can also occur because of a member not scanning themselves in at the entry point using their wristband. In either case, it's recorded as one of your three chances.

What happens if I am on the waitlist, I get moved into the class within 12 hours of the class time, but can no longer attend?

No problem! As long as you cancel yourself out of the class after being upgraded from the waitlist, it won't count against your chances. If you don't cancel and don't attend, however, it will be recorded.

What happens if I need to cancel a class due to extenuating circumstances?

We totally understand that life happens! If something comes up and you're unable to attend a class due to extenuating circumstances, please contact our Customer Service Team at members@ssct.com.au. We're always happy to chat through your situation, and any associated fees may be waived at our discretion.

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What happens if I use up my three chances in a 30-day period?

If you reach your third chance within a 30-day period, a \$10 fee will be applied to your account, and bookings will be temporarily paused until the fee is paid. Once the payment is made, your access will be restored, and your three chances—and the 30-day period—will reset.

Need to make a payment? Here's how.

You can make a payment easily online by logging into the [client portal](#), or by chatting with one of our friendly Customer Experience Officers on site. We're always happy to help you get sorted quickly so you can get back to enjoying your classes.